



Cranbourne East Primary School

COMMUNICATION WITH SCHOOL STAFF POLICY

PURPOSE

This policy explains how Cranbourne East Primary School proposes to manage common enquiries from parents and carers.

SCOPE

This policy applies to school staff, and all parents and carers in our community.

POLICY

Cranbourne East Primary School understands the importance of providing helpful and timely responses to common enquiries from parents and carers. To ensure that members of our school community are directed to the most appropriate person to assist them, the information below outlines key contacts for common queries:

- to report a student absence, please contact the school office on (03) 59 900 400 or cranbourne.east.ps@edumail.vic.gov.au
- to report any urgent issues relating to a student on a particular day, please contact the front office on (03) 59 900 400. Please do NOT email urgent communication as this may not be received in a timely manner.
- to discuss a student's academic progress, health or wellbeing, please contact your child's Home Group or Specialist Teacher.
- for enquiries regarding camps and excursions, please contact the school on (03) 59 900 400 and your enquiry will be directed to the relevant staff member.
- to make a complaint, please contact the Principal/Assistant Principal on (03) 59 900 400 or cranbourne.east.ps@edumail.vic.gov.au Please also refer to our Complaints Policy.
- to report a potential hazard or incident on the school site, please contact the Principal on (03) 59 900 400 or cranbourne.east.ps@edumail.vic.gov.au
- for parent payments, please contact the front office on (03) 59 900 400.
- for all other enquiries, please contact our Office on (03) 59 900 400.

School staff will do our best to respond to general queries as soon as possible and ask that you allow us 1 – 3 working days to provide you with a detailed response. We will endeavour to respond to urgent matters within 24 hours where possible.

Requests for information

Parents and carers are generally entitled to information ordinarily provided to parents, including school reports and newsletters.

Parents and carers seeking information that is not ordinarily provided to parents are encouraged to apply for access through the Freedom of Information process, or, if the information is sought for use in court proceedings, by issuing a subpoena.



Cranbourne East Primary School

Freedom of Information requests should be directed to:

Manager – Freedom of Information Unit
Department of Education and Training
2 Treasury Place
EAST MELBOURNE VIC 3002
03 9637 3134
foi@edumail.vic.gov.au

REVIEW CYCLE

This policy was last updated on August 2019 and is scheduled for view in August 2021.